

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	50	US-5907597-\$.DID. OR US-5229764-\$.DID. OR US-5949874-\$.DID. OR US-6014441-\$.DID. OR US-5956025-\$.DID. OR US-4870610-\$.DID. OR US-5664110-\$.DID. OR US-5694608-\$.DID. OR US-5761662-\$.DID. OR US-5893125-\$.DID. OR US-6046726-\$.DID. OR US-6125374-\$.DID. OR US-6199077-\$.DID. OR US-6233583-\$.DID. OR US-5197375-\$.DID. OR US-5253564-\$.DID. OR US-5446891-\$.DID. OR US-5481657-\$.DID. OR US-5577055-\$.DID. OR US-5628009-\$.DID. OR US-5691974-\$.DID. OR US-5715445-\$.DID. OR US-5736932-\$.DID. OR US-5815595-\$.DID. OR US-5819294-\$.DID. OR US-5870749-\$.DID. OR US-5911776-\$.DID. OR US-5924486-\$.DID. OR US-5929858-\$.DID. OR US-5941714-\$.DID. OR US-5946682-\$.DID. OR US-5948040-\$.DID. OR US-5983202-\$.DID. OR US-6034986-\$.DID.	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/12 14:42

		OR US-6038296-\$. DID. OR US- 6119108-\$.DID. OR US-6138073-\$.DID. OR US-6151603-\$. DID. OR US- 6243088-\$.DID. OR US-6263371-\$.DID. OR US-4374381-\$. DID. OR US- 4799153-\$.DID. OR US-4804328-\$.DID. OR US-4807209-\$. DID. OR US- 4837422-\$.DID. OR US-4922407-\$.DID. OR US-4962493-\$. DID. OR US- 4967412-\$.DID. OR US-4968873-\$.DID. OR US-5025395-\$. DID.				
S2	6	US-3457225-\$.DID. OR US-6535864-\$. DID. OR US- 6578043-\$.DID. OR US-6606615-\$.DID. OR US-6633544-\$. DID.	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/12 14:46
S3	22146	call near4 center	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/02/12 14:49
S4	565	S3 ((help or faq) same ((web adj (site or page)) or website))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/02/12 14:51
S5	146	S4 (event with (track \$3 or log\$3))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/02/12 14:51

S6	124	S5 script	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/02/12 14:52
S7	156	((track\$3 or log\$3) with (event or interaction or transaction) with (customer or user) with (aid\$3 or help \$3 or assistance or assist\$3)) same (computer or web\$4 or clickstream)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/02/12 15:17
S8	49	S7 (analy\$4 with data)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/02/12 15:18
S9	106	S4 (data near3 min \$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/02/12 15:25
S10	45495	event with (model\$3 or analysis or analy \$4)	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 06:39
S11	26030	event near5 (model \$3 or analysis or analy\$4)	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 06:40
S12	417	S11 ((help or faq) same ((web adj (site or page)) or website))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/02/13 06:40
S13	22	S12 (event near5 (model\$3 or analysis or analy\$4)).ab.	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 06:41
S14	75	S12 (data near5 traffic)	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 06:47
S15	24	S11 (data near5 traffic near5 map\$4)	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 06:54

S16	23	S12 (event near5 (model\$3 or analysis or analy\$4 or track \$3)).ab.	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 07:10
S17	53	srg node edge	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 08:40
S18	24	S17 event	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 08:41
S19	19	srg (node same edge)	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 08:42
S20	5	S19 event	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 08:42
S21	25089	(node same edge)	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 10:52
S22	54	S21 (event near5 (model\$3 or analysis or analy\$4 or track \$3)).ab.	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 10:53
S23	753	S21 (event near5 (model\$3 or analysis or analy\$4 or track \$3))	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 10:57
S24	36	S23 ((call near3 center) or ((online or online) near3 help) or (self near3 help))	US-PGPUB; USPAT; USOCR	AND	ON	2008/02/13 10:59
S25	22	(US-20010025309-\$ or US-20020016731-\$ or US-20020026503-\$ or US-20030126136-\$ or US-20050044197-\$ or US-20020112048-\$ or US-20030014149-\$ or US-20020055583-\$ or US-20020173973-\$ or US-20030120670-\$ or US-20030188189-\$ or US-20030056140-\$ or US-20020152185-\$ or US-20030220860-\$).did. or (US-5929858-\$ or US-6233583-\$ or US-	US-PGPUB; USPAT	AND	ON	2008/11/26 11:58

		6633544-\$ or US-6771766-\$ or US-6434745-\$ or US-5581694-\$ or US-6393386-\$ or US-6341310-\$).did.				
S26	18	S25 (product)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/11/26 11:58
S27	0	S26 (node same label)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/11/26 11:59
S28	9714	(node same label)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/11/26 11:59
S29	155	(node same (label with product))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/11/26 12:00
S30	95	(node with (label with product))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/11/26 12:00
S31	10	S30 (directed with graph)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/11/26 12:00
S32	23	S29 (customer with service)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/11/26 12:23
S33	14	S29 (directed with graph\$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/11/26 12:24

S34	1	S33 (customer with service)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	AND	ON	2008/11/26 12:24
S35	8	product user (contact \$3 or interact\$3) directed graph	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	SAME	ON	2008/11/26 13:09

12/1/2008 9:41:37 AM

C:\Documents and Settings\gmccormick\My Documents\EAST\Workspaces  
\10728692\_Event\_Tracking\_Call\_Center.wsp